

POSITION GUIDE
NONAPPROPRIATED FUNDS

JOB NUMBER
FLSA: Exempt

TITLE: Hotel General Manager

PAY PLAN/SERIES/LEVEL - NF-1173-5

MAJOR DUTY DESCRIPTION:

Serves as Hotel General Manager with responsibility for directing all phases of a lodging property having in excess of 600 rooms or directing all phases of multiple lodging operations at three or more Garrisons having a combined room inventory in excess of 450 rooms. General Manager with 3 or more Garrisons will have direct supervisory responsibilities for Assistant Manager positions at each location at a minimum. General Manager will ensure the overall success of the hotels by meeting. Ensures the overall success of the hotel by meeting or exceeding planned objectives. Exercises legal and fiduciary responsibility for all other internal management of the NAFI (i.e., budgeting, five-year plans, and financial reporting. Manages operation in accordance with command directives, Army Lodging standards, and regulatory guidance. Develops and implements plans, policies and procedures for facility administration, operations, and quality assurance and force protection/security/contingency plans. Plans, programs and executes the hotel's business and marketing plans. Identifies and develops associated requirements for Capital Purchase/Minor Construction (CPMC). Evaluates operations and develops recommendations for growth or improvements to existing practices. Establishes internal controls and operating policies, effects changes, and provides guidance, direction and control of hotel operations to achieve program objectives. Serves as principle representative and advisor on matters relating to the Army Lodging program. Responsible for employee retention, recruitment, and training programs.

Supervises subordinate hotel managers and supervisors.

QUALIFICATION REQUIREMENTS:

A combination of experience and education is required. Must have a minimum four years of experience managing either a hotel property having in excess of 300 rooms or one having over 150 rooms with a full-service food and beverage operation. A two-year associate degree in hospitality management or business administration, and certification as a CHA (Certified Hospitality Administrator) is required to meet the educational requirement. Candidates who do not meet the four years of work experience and/or CHA (Certified Hospitality Administrator) requirement may qualify by having two years of work experience and a baccalaureate degree with a major in a hospitality or business field.

A National Agency Check is required.